

## **Transcript: Francesca**

**Baez-4844774248595456-5041390804975616**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca Benefit in a car looking to speak with Ms. Homera on behalf of Hospitality Staffing Solutions. Yes, good morning. It's me. Good morning, ma'am. We were calling regarding the insurance form you filled out with them on April 17, 2026. Okay. So the reason for the call is 'cause you selected a couple of plans, but you also chose to be opted out of coverage. We're calling to confirm if this was a system issue or if you did in fact want to decline for now. I don't... I don't... Because I don't... I have to study it first, so maybe not for now. Is it okay? Of course. I'll go ahead and process the declination for now. Okay. And then once you start working, you're still going to have the opportunity to enroll into coverage. Yes. Okay. Uh, uh, are you in debt from the insurance? I can ask also. So we're only with the administration of the coverage for the- Okay. ... health insurance. Okay. Okay. All right. So you are all set. I went ahead and confirmed that you did want to decline for now. Okay. Hospitality Staffing Solutions should be giving you a call once they have an assignment for you. Yes, ma'am. Thank you. Of course. Was there anything else we can assist you with today? Um, nothing. I will just study the brochure maybe, and then I will call or tell them about the insurance. All right. If it's about the insurance, you can give us a call back at the phone number I called you on. Okay. I will, I will record it. I will, I will note it. Thank you. Of course. Have a great day. You too. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca Benefit in a car looking to speak with Ms. Homera on behalf of Hospitality Staffing Solutions.

Speaker speaker\_2: Yes, good morning. It's me.

Speaker speaker\_1: Good morning, ma'am. We were calling regarding the insurance form you filled out with them on April 17, 2026.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So the reason for the call is 'cause you selected a couple of plans, but you also chose to be opted out of coverage. We're calling to confirm if this was a system issue or if you did in fact want to decline for now.

Speaker speaker\_2: I don't... I don't... Because I don't... I have to study it first, so maybe not for now. Is it okay?

Speaker speaker\_1: Of course. I'll go ahead and process the declination for now.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then once you start working, you're still going to have the opportunity to enroll into coverage.

Speaker speaker\_2: Yes. Okay. Uh, uh, are you in debt from the insurance? I can ask also.

Speaker speaker\_1: So we're only with the administration of the coverage for the-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... health insurance.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: All right. So you are all set. I went ahead and confirmed that you did want to decline for now.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Hospitality Staffing Solutions should be giving you a call once they have an assignment for you.

Speaker speaker\_2: Yes, ma'am. Thank you.

Speaker speaker\_1: Of course. Was there anything else we can assist you with today?

Speaker speaker\_2: Um, nothing. I will just study the brochure maybe, and then I will call or tell them about the insurance.

Speaker speaker\_1: All right. If it's about the insurance, you can give us a call back at the phone number I called you on.

Speaker speaker\_2: Okay. I will, I will record it. I will, I will note it. Thank you.

Speaker speaker\_1: Of course. Have a great day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye.